

Limited Warranty

PG100 | Effective January 1, 2025



Gearmatic Products Limited Warranty

Arrowhead Winch warrants Gearmatic Hydraulic Planetary Products to be free from defects in materials and workmanship when installed and maintained in an application consistent with Gearmatic procedures and specifications for each Product.

Warranty Duration

Each Gearmatic planetary hydraulic winch, hoist and drive is warranted for a period of one (1) year from date of retail delivery or two (2) years from date of shipment from Arrowhead Winch factory, whichever shall occur first. Any accessories, replacement parts, motors or electrical components, including seals, sprags and other wear items, are warranted for a period of ninety (90) days from date of shipment from Arrowhead Winch factory.

Warranty Service

Should any part of Gearmatic Product be found, under normal use and service, during the applicable warranty period, to be defective, Arrowhead Winch will repair or replace, at its option, said part FOB Arrowhead Winch factory, Broken Arrow or Okmulgee, Oklahoma, provided the defective part is returned to the location designated by an authorized Arrowhead Winch representative, charges prepaid, and provided inspection of the original part establishes the claimed defect to the satisfaction of Arrowhead Winch.

Warranty Disclaimer and Limitations of Liability

EXCEPT FOR THE ABOVE WARRANTY, ARROWHEAD WINCH MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES AND NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Arrowhead Winch's liability under this warranty is limited to such repair or replacement subject to the conditions stated.

Arrowhead Winch's warranty does not cover damage resulting from misuse, neglect, improper installation, unauthorized repairs, or operation beyond rated capacity. Failures caused by improper lubrication or contamination are excluded.

Seals, sprags, and other wear items are not covered beyond their specified ninety (90) days warranty. To maintain warranty coverage, the product must be operated and maintained per Arrowhead Winch's recommendations, including procedures outlined in Gearmatic Installation, Maintenance, Parts and Service Manuals. Service records documenting regular inspection, maintenance, repairs, and modifications must be retained for at least five (5) years. Failure to comply with these requirements may void the warranty.

A Gearmatic Product which remains unused for a period of six (6) consecutive months during the warranty period will not be warranted for leakage due to seal aging. No Product will be eligible for warranty if rust or corrosion has started on internal surfaces.

No allowance will be made for repairs, replacements, or alterations unless made with Arrowhead Winch's written approval. This warranty shall not apply to Product upon which repairs or alterations have been made (unless authorized by the manufacturer) or for a Product misused, neglected, or incorrectly installed.

Customer must use genuine Gearmatic parts for all maintenance, repair and warranty work on Product unless otherwise authorized by the Arrowhead Winch Service Department. If Customer uses non-genuine parts it does so at its own risk, and Arrowhead Winch will not be responsible to Customer or to any third party for any product liability, warranty, or other claim which may arise as a consequence of the installation and/or use of such parts.

ARROWHEAD WINCH SHALL NOT IN ANY EVENT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGE including, but not limited to, expenses, attorney's fees, loss of income or delay caused by defective material or workmanship.

Legal Provisions

To the extent any provision of this warranty contravenes the law of any jurisdiction, such provision shall be inapplicable in such jurisdiction, and the remainder of the warranty shall not be affected thereby. Legal action must be commenced within one (1) year from the accrual of the cause of action or be barred forever.